

COVID-19 Case Investigation and Contact Tracing Services RFP
Response to Questions

Question Number	Submitted Date	Submitted Question	ADPH BCD ID&O Response
1	5/3/21	I logged into STAARS to verify the RFP for Contact Tracing & Case Investigation was in the system, and did not see it in the portal! I may be passing over it, but wanted to confirm it was posted over the weekend and if not is the end date still 5/15?	Yes, it is posted in STAARS and on our web page. Here is the link again for our post to the web page. https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
2	5/3/21	Since we cannot see an RFP in the portal, my team and I were wondering where the Q&A would be as the portal is where we generally see it, as well as if there will be a full schedule of events. Lastly, I wanted to confirm the document below is required to be attached to our proposal https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure-Statement.pdf	The RFP can be accessed from our web page. On page 9, the disclosure form is required and it is the form that you have attached. The RFP document posted on our web page contains all the requirements, including a check list and scope of work and score sheet. We are requesting the proposals be attached to an email and sent to epidemiology@adph.state.al.us . See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
3	5/3/21	Historically when we engage in State RFP's typically there will be a few days where vendors can submit questions via email, and all of those questions and responses will get released to all vendors. This was where my concern stemmed from, if there was any information we could have potentially missed in covering our bases with timelines (of project, not submission date). Dually, generally we submit via portal and/or email, and I do understand I send our proposal to epidemiology@adph.state.al.us .	We have been using our emergency declaration so haven't had to issue an RFP until now. My division does not have much experience in RFPs. COVID is schooling us all. You do have everything you need for this RFP. See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
4	5/5/21	We are actively evaluating the contact tracing RFP and are confident we have a viable solution with our existing infrastructure in Alabama and at the right price point. One concern we have in submitting the required comprehensive responses the current deadline of May 15th. Would it be possible to extend the response deadline (i.e. May 28th) to allow vendors to submit a competitive and compelling response for your review?	See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
5	5/6/21	In relation the RFP for contact tracing, may the vendor provide a secure VPN in Lieu of internet service for remote workers?	Our surveillance system is internet based. It requires two-step login/authentication. Staff will need a secure internet to access the system. If your VPN allows this, then yes, it is acceptable. We do not want staff using public internet, so if they use a home internet service, it must be secured and password protected.
6	5/6/21	Will the RFP be posted on your STAARS site? We have been unable to locate it there.	The RFP is posted on STAARS. We learned today (5/6/21) that an upgrade to STAARS may have interfered with the public facing portal. Please revisit the site. See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
7	5/6/21	Can you please clarify your requirement that applicants must provide a secure internet to staff? Is this referring to a VPN, FTP, etc.?	Our surveillance system is internet based and requires a two-step login/authentication. Vendors can provide a VPN to safely connect to the internet. If staff use a home internet connection, it must be secure and require a password. Public internet connections should not be used.
8	5/6/21	Is the table of contents included in the 25 page limit?	The title page and table of contents will not be included in the page count.
9	5/6/21	Will the Alabama Department of Public Health accept font size of 10 for text that is in tables?	Font of 10 for tables is acceptable.
10	5/6/21	May 15 is a Saturday. Can you please confirm the due date?	See additional information below (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
11	5/6/21	What is the anticipated start date?	The anticipated start date is July 1, 2021.
12	5/6/21	Will we be able to negotiate terms and conditions at contract award.	Yes, at the time of the award, we will draft the actual contract to include the details of the deliverables, cost, invoicing, etc., and it will be in line with the proposal that the awarded applicants submitted.
13	5/7/21	In writing our response following the requirement using the Font size 12, can headers/footers/tables/graphics use a smaller font than that required Font size of 12?	Yes, 10 font can be used in tables, headers, footers.

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14	5/10/21	<p>No submitted question.</p> <p>ADPH released a statement after re-posting their RFP on STAARS.</p>	<p>Due to technical issues with a STAARS update, the RFP did not post correctly, therefore the deadline to return the RFP will be May 24, 2021.</p> <p>The revised RFP, which was modified to reflect new dates, can be found at https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf.</p>
15	5/10/21	<p>1. Do I still only turn my RFP in via email to the Epidemiology email provided on the original RFP?</p> <p>2. Will the decision date still be June 1?</p>	<p>1. Yes</p> <p>2. No. A selection decision should be made by June 12, 2021. Evaluations will be conducted from May 25, 2021 - June 11, 2021.</p> <p>The revised RFP, which was modified to reflect new dates, can be found at https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf.</p>
16	5/11/21	Please reconfirm the due date for this procurement by providing it in response to answers to questions	The date for proposal submission is clearly stated as May 24, 2021 by 5:00 pm CST on page 7 of the RFP.
17	5/11/21	What is the date by which you will answer these questions?	Typically we are able to give a response within one business day.
18	5/11/21	Why has this bid been released at this time?	ADPH is currently utilizing a vendor that was secured pursuant to an Emergency Contract during the pandemic. The Emergency Contract is due to expire in accordance with its terms and state law, necessitating this request for proposal to provide the same case investigation and contact tracing services.
19	5/11/21	Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?	The RFP sets forth all of the requirements for proposal submission, scope of work and due dates and deliverables for all vendors. The Alabama Department of Public Health does not discriminate against minority-owned, women-owned, or other small businesses.
20	5/11/21	Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	Personnel costs should be calculated by the hour per position. Calculate additional costs per supplies or services (e.g. printing and mailing) as required or per minute (e.g. telephone service).
21	5/11/21	Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	Not applicable.
22	5/11/21	Has the current contract gone full term?	ADPH is currently utilizing a vendor that was secured pursuant to an Emergency Contract during the pandemic. The Emergency Contract is due to expire in accordance with its terms and state law, necessitating this request for proposal to provide the same case investigation and contact tracing services.
23	5/11/21	Have all options to extend the current contract been exercised?	ADPH is currently utilizing a vendor that was secured pursuant to an Emergency Contract during the pandemic. The Emergency Contract is due to expire in accordance with its terms and state law, necessitating this request for proposal to provide the same case investigation and contact tracing services.
24	5/11/21	Who is the incumbent, and how long has the incumbent been providing the requested services?	Such information may be provided in response to a request submitted by an Alabama citizen pursuant to the Alabama Open Records Act.
25	5/11/21	How are fees currently being billed by any incumbent(s), by category, and at what rates?	Such information may be provided in response to a request submitted by an Alabama citizen pursuant to the Alabama Open Records Act.
26	5/11/21	What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	Such information may be provided in response to a request submitted by an Alabama citizen pursuant to the Alabama Open Records Act.
27	5/11/21	What is the minimum required total call capacity?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.

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28	5/11/21	What is the minimum simultaneous inbound call capacity?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
29	5/11/21	What is the maximum wait time?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
30	5/11/21	What is the maximum hold time?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
31	5/11/21	What percentage of inbound calls must be answered by a live operator?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
32	5/11/21	What percentage of calls must be resolved without a transfer, second call, or a return call?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
33	5/11/21	What is the maximum percentage of calls that can be terminated by the caller without resolution?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
34	5/11/21	Is there a minimum or maximum number of operators and supervisors?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
35	5/11/21	What are the required language options?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
36	5/11/21	What is the required degree of dedication for the call center?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
37	5/11/21	What is the required degree of dedication for the operators?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.

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38	5/11/21	What was your average monthly call volume over the past year?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
39	5/11/21	What is the current number of seats for operators and supervisors at your existing call center?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
40	5/11/21	What is the current average wait time for phone calls?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
41	5/11/21	What is the current average handle time for phone calls and other types of communications?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
42	5/11/21	What is the current average after-call work time for operators?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
43	5/11/21	Over the past year, what is the percentage of calls received in English versus non-English?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
44	5/11/21	Over the past year, what is the percentage of calls received in Spanish?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
45	5/11/21	What time of day, days of the week, or times of the year do calls typically peak?	The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.
46	5/12/21	List of Items, Schedule of Requirements, Scope of Work, Terms of Reference, Bill of Materials required.	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
47	5/12/21	Soft Copy of the Tender Document through email.	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
48	5/12/21	Names of countries that will be eligible to participate in this tender.	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
49	5/12/21	Information about the Tendering Procedure and Guidelines	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
50	5/12/21	Estimated Budget for this Purchase	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf

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51	5/12/21	Any Extension of Bidding Deadline?	See additional information above (Q14) regarding an issue with the portal and a new deadline of May 24, 2021.
52	5/12/21	Any Addendum or Pre Bid meeting Minutes?	The RFP is available free of charge on our web site. Here is the link to our web page and the RFP document. The answers to your questions are available in the RFP. https://www.alabamapublichealth.gov/covid19/index.html https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
53	5/13/21	The RFP requires that vendors' "proposals must include one original Disclosure Statement" which has to be signed by a notary. Proposal are to be submitted via email, will you accept a scanned version of the Disclosure Statement?	A scanned signed, notarized Disclosure Statement may be submitted via email. Should ADPH award a contract to your organization, an original signed and notarized Disclosure Statement must be submitted prior to execution of a contract.
54	5/13/21	What kinds of documents are acceptable to show financial stability? Will an audited 10K report suffice?	The applicant must provide documentation that shows the applicant's soundness and financial capability to perform work. If an audited 10K report is able to fulfill these requirements, you may submit it. However, it is incumbent upon the applicant to show their financial stability to ADPH.
55	5/13/21	In order to provide a comprehensive response to the listed requirements, SOW and Deliverables, will single-spaced text be acceptable?	ADPH prefers a double spaced document but will accept 1.5 spacing.
56	5/13/21	Please confirm that the following are not included in the 25-pg count: Table of Contents, Disclosure Statement, Work Plan, Staffing Plan.	The Title Page, Table of Contents, and any required forms (e.g., State of Alabama Disclosure form and Certificate of Compliance with Beason-Hammon Act form) would be exempt from the 25-page limit. However, the Work Plan and Staffing Plan would be included in the 25-page limit. We will allow the placement of your company's financial stability documentation within an Appendix which would also be exempt from the 25-page limit.
57	5/13/21	The Work Plan and Previous Work Complete are part of the evaluation, however, the Proposal Format, Scope of Work and Deliverables, and Requirements do not state what is required of these sections. Please provide information on how these sections should be included and are they included in the 25-pg limit.	The applicant should incorporate the requirements (from the Technical Requirements & Expertise Section) into their proposal when detailing how they will execute the scope of work and meet the deliverable due dates. This would include such items as the applicant's work plan and previous work completed. As such, it would be part of the 25-page limit. Please refer to the Proposal Submittal Checklist (page 10) and Score Sheet (page 11) for additional guidance. Since these documents address the applicant's previous work completed and their proposed work plan, it will provide insight into how ADPH will be reviewing submitted proposals for completeness.
58	5/13/21	Is there a vendor(s) currently performing this work?	ADPH is currently utilizing a vendor that was secured pursuant to an Emergency Contract during the pandemic. The Emergency Contract is due to expire in accordance with its terms and state law, necessitating this request for proposal to provide the same case investigation and contact tracing services.
59	5/13/21	What is the estimated budget for this RFP?	The applicant must include a budget detailing costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due date. Proposed costs must be reasonable in nature and amount cannot exceed the market price. Please refer to the Budget Section on page 6 of the RFP for additional guidance.
60	5/13/21	Provide the total number of temporary staffs on current assignment?	Not applicable.
61	5/13/21	Provide the name of the current vendor and the hourly rates.	Such information may be provided in response to a request submitted by an Alabama citizen pursuant to the Alabama Open Records Act.
62	5/13/21	Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.	ADPH is currently utilizing a vendor that was secured pursuant to an Emergency Contract during the pandemic. The Emergency Contract is due to expire in accordance with its terms and state law, necessitating this request for proposal to provide the same case investigation and contact tracing services.
63	5/13/21	Is there any preference to local vendor?	No. Since Federal funds will be used to fund this contract, local vendor preference is prohibited (2 CFR § 200.319(c)).

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64	5/13/21	Please provide specific format required to submit the response so to avoid compliance.	The proposal must be typed in the English language using the Font size 12, pages numbered, and double spacing is preferred with a 25 page limit. The proposal should address all items in the Scope of Work and Deliverables sections as well as incorporate items in the Requirements section. Failure to address all of the requirements in the RFP will result in the submittal of an incomplete and non-responsive proposal. For additional information, please refer the Proposal Format Section of the RFP (on page 6).
65	5/13/21	Do we need to provide references as in evaluation criteria there are 20 points for Previous work completed or just past performance will suffice the requirement?	References are not required; however, if references will support your previous work history, they may be provided.
66	5/13/21	Do we need to provide live/sample resume per job title? If yes how many?	Resumes are not required; however, you may submit live or sample resumes and/or job descriptions for the positions to be hired. This supporting documentation will fulfill some of the requirements listed in the Technical Requirements & Expertise Section of the RFP on pages 2 - 4.
67	5/13/21	Please provide specific cost format.	This was addressed in the Budget Section of the RFP on page 6.
68	5/13/21	Please provide specific technical format.	Proposal format is discussed on page 6 of the RFP. Any technical requirements are discussed on page 3 of the RFP
69	5/13/21	Do we need to submit checklist with the proposal?	No. The Proposal Submittal Checklist was provided for the applicant's use in preparation of its proposal. If any of the criteria referenced on the Checklist cannot be met, it may be advisable to explain that in your proposal
70	5/13/21	What does the ADPH mean by Overall proposal suitability (20 points) in evaluation criteria?	This was addressed on the COVID-19 Case Investigation & Contract Tracing Services Score Sheet (page 11 of the RFP). ADPH will be reviewing the applicant's proposal using the following questions: Does the proposal meet the ADPH's needs? (e.g., requested services within the RFP) Is the proposed program realistic and achievable?
71	5/13/21	What is the anticipated Average Handle Time (including talk, hold and after-call work time)?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
72	5/13/21	What are the anticipated call volumes by interval, if available? If not, what are the daily and monthly volumes?	The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
73	5/13/21	Please confirm if the Applicants would receive inbound calls? If so, how would calls be transferred?	Yes. The Applicant should ensure call backs can be received should the Applicant's staff have difficulty in contacting the individual that is the subject of case investigation and contact tracing. See page 3 of the RFP.
74	5/13/21	Please confirm what percentage of your accounts require bilingual (English/Spanish) investigators. A. For calls other than English/Spanish, is the vendor expected to engage a language translation line?	The Department does not have ready access to this information. The scope of work is based on fluctuating case numbers and Department investigative and contact tracing processes, not on call center specifics. A. The RFP does not require the Applicant to engage a language translation line. ADPH has a language line available that can be used.
75	5/13/21	Please confirm how the Applicant would integrate with the Department's applications and systems. A. What is the expected internet bandwidth requirement per user? B. Please confirm if there are any specific PC requirements needed to run the Department's applications?	A. The expected bandwidth usage will be minimal. Equivalent to searching the web or conducting online banking. B. All applications used are browser based, so there are no specific PC requirements outside of a supported browser (Edge, Chrome, etc.)

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76	5/13/21	<p>Please confirm how calls would be routed to the selected Applicant, and will the Department provide the telephony technology (phone system/ACD/PBX)?</p> <p>A. If the Department provides the telephony technology, what technology do you currently use?</p> <p>B. Please confirm what percentage outbound calls are expected to be made through manual dials and what percentage may be made via an auto dialer?</p>	<p>The Department will not provide the telephony technology to the awarded applicant.</p> <p>A. Not applicable.</p> <p>B. The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.</p>
77	5/13/21	<p>What is the anticipated number of daily emails (electronic communications) the Applicant should expect with this engagement?</p> <p>A. What is the anticipated Average Handle Time per email?</p> <p>B. If the Department cannot provide an anticipated Average Handle Time per email, will the Department accept per-minute pricing for email handling?</p>	<p>The Department does not have ready access to this information. The scope of work is based on fluctuating case numbers and Department investigative and contact tracing processes, not on call center specifics.</p> <p>A. The Department does not have ready access to this information. The scope of work is based on case numbers and Department investigative and contact tracing processes, not on call center specifics.</p> <p>B. Please refer to the Budget Section for allowable expenses. The applicant must include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates. The costs associated with phone usage and mail charges are allowable and should be included in the budget. Personnel costs should be calculated by the hour per position.</p>
78	5/13/21	<p>Please provide a copy of the State's Disclosure form as referenced in page 9 of the RFP.</p>	<p>Copies of the Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General's web site at https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure-Statement.pdf and https://www.alabamaag.gov/Documents/files/Vendor-Disclosure-Instructions.pdf.</p>
79	5/13/21	<p>Please provide the anticipated initial training length (in total number of days) for new agents to become familiar with the Department's system(s), processes, and procedures as it relates to this engagement.</p> <p>A. Please provide both the initial training days and any on-the-job (nesting) training days separately.</p>	<p>The Department will provide Train the Trainers training sessions which will last approximately 4 hours. The vendor will be responsible for training its own employees and oversight of staff abilities, capabilities, and performance. The department's surveillance system does not have a test environment for COVID-19 training and all case interviews are conducted on true cases.</p> <p>A. The Department will provide Train the Trainers training sessions which will last approximately 4 hours. The vendor will be responsible for training its own employees and oversight of staff abilities, capabilities, and performance. Since there is no test system to work in, "shadowing and nesting" will occur with real cases. In the proposal, the vendor should provide a plan to monitor its investigators' abilities, capabilities and performance.</p>
80	5/13/21	<p>Do the Department's systems allow letters to be printed in a centralized, secure location?</p> <p>A. Please confirm the anticipated volume of letters.</p> <p>B. Would the Department supply postage, letterhead, and envelopes, etc., or would the Applicant be responsible for providing?</p> <p>C. Please confirm if letters are generated from the State's designated system?</p>	<p>It is the responsibility of the vendor to print and mail the letters from an Alabama address and ensure the letter arrives within an expected time frame.</p> <p>A. The Department does not have ready access to this information. The scope of work is based on fluctuating case numbers and Department investigative and contact tracing processes, not on call center specifics.</p> <p>B. The Applicant will be responsible for postage, envelopes, paper, and printing. The Department will provide the letterhead template.</p> <p>C. No.</p>
81	5/14/21	<p>RFP states "ADPH intends to award a contract to (2) two applicants" and under Applicant Response it states "Schedule a minimum of 40 investigators per day".</p> <p>A. Will each of the awardees be expected to have 40 (up to 80) investigators?</p>	<p>A. Yes.</p>

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82	5/14/21	RFP states "minimum of 40 investigators per day for an 8-hour work day per investigator from 8 AM – 8 PM" A. Is there an expectation for the number of investigators available each hour between 8 AM and 8 PM? B. If yes, could we have the totals by hour from 8 AM to 8 PM?	A. Yes. The minimum number of investigators is 40 each day. B. We need 40 investigators x an 8 hour work day = 320 work hours per day. Hours can be flexed within 8 AM to 8 PM.
83	5/14/21	RFP states "All lead staff and investigative staff must complete the COVID-19 Contact Tracing course from either the John Hopkins University or CDC." A. Must the training be completed prior to starting work on the contract?	A. Yes. The CDC or John Hopkins course should be taken prior to supervisors/leads working with staff and for staff prior to them conducting investigations. Please refer to the Scope of Work and Deliverables and Due Dates Sections within the RFP.
84	5/14/21	RFP states "All lead staff and investigative staff must complete the COVID-19 Contact Tracing course from either the John Hopkins University or CDC (at no cost to the ADPH)." A. Are the training hours billable hours?	A. No.
85	5/14/21	RFP states "Ensure team coverage seven days a week between the hours of 8:00AM and 8:00PM." A. Does the "minimum of 40 investigators per day for an 8-hour work day per investigator" also apply to Saturday and Sunday?	A. Yes. In the Scope of Work, it states that the Applicant should "ensure team coverage seven days a week between the hours of 8:00 AM and 8:00 PM."
86	5/14/21	Will the invoicing follow the budget? Example, will the awardee invoice per hour worked and units incurred (mail)?	Discussions on invoicing will occur with awarded applicant prior to the execution of the contract. However, invoicing will be based upon the applicant's submitted proposal.
87	5/14/21	Is there a budget template all respondents should use to ensure prices are evaluated fairly across all respondents?	A budget template was not provided by the Department. Please refer to the Budget Section of the RFP for additional guidance.
88	5/14/21	Is the budget limited to only Investigators and Supervisors even if additional positions will support this work? Example, Quality & Training.	The applicant must include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates. Please refer to the Budget Section of the RFP for additional information.
89	5/14/21	What is the length of term for the optional renewal period(s)?	One renewal period of 12 months.
90	5/14/21	How long does it take for an individual to pass security/confidentiality requirements necessary to access their systems? Can you share a copy of the requirements for our review?	There are security/confidentiality requirements pursuant to HIPAA that must be met, and requirements for remote operators. Access to the system is provided when training begins, and training must be completed in the system.
91	5/14/21	Reference: "Provide secure internet services for both *remote work or work from office site." A. Please provide more information or clarity with regard to "secure internet services". For example, would providing secure VPN connections for remote staff qualify as a secure internet service?	A. Our surveillance system is internet based. It requires two-step login/authentication. Staff will need a secure internet to access the system. If your VPN allows this, then yes, it is acceptable. We do not want staff using public internet, so if they use a home internet service, it must be secured and password protected.
92	5/14/21	Regarding the reporting requirements noted in the RFP, aside from the telephony reporting requirements, will we be given access to the state system in order to develop reports?	Vendors will have access to the state's surveillance system, however reports should not be generated or developed from this system that contain case information. Anticipated reports may include, but are not limited to numbers of cases interviewed and contact traced. The Department will work with the awarded Applicant to gather the necessary information to meet the Department's reporting deadlines with the Centers for Disease Control and Prevention (CDC).
93	5/14/21	We would like to know how many temps will be required or what will be the estimated spending for this contract?	Schedule a minimum of 40 investigators per day for an 8-hour work day per investigator from 8 AM – 8 PM. Shift work is acceptable. Ability to scale up to 80 investigators per day preferred.
94	5/14/21	As mentioned under the section TECHNICAL REQUIREMENTS&EXPERTISE page 3 Applicant Responsibilities, does ADPH needs staff to work our location from AL? Also on page 12 Proposed Work Plan: "Was a description of the location and principal office from which work is to be performed provided" does this means ADPH wants to know from where the contract will be managed or from which location team of contact tracers and case Investigators will be working from for ADPH.	ADPH does not require staff to be located in Alabama. However, ADPH's preference is for Alabama residents to be hired (e.g., Investigator, Investigator Supervisor). In addition, ADPH does require the use of Alabama area code numbers when making phone calls (refer to page 3 of the RFP). Our preference is the (334) area code. Lastly, it is the responsibility of the vendor to print and mail the letters from an Alabama address and ensure the letter arrives within an expected time frame.
95	5/14/21	Does ADPH require Temps on job titles (Investigator Expertise, Investigator Supervisor or Case Investigator, Contact Tracer)?	ADPH does not require the use of Temps for the above listed job titles. However, the individuals hired will be employed by the awarded vendor and not ADPH. We are assuming you are discussing temps similar to those hired from job agencies (e.g., Kelly Services, etc.).

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96	5/17/21	Can you please confirm that the state will be providing the case management system (data system)? I see you are asking the contractor to provide the telephonic solution.	Yes, vendors will have access to the state's surveillance system.
97	5/17/21	Can you please let us know if you are open to a "bring your own" solution to computers, provided we offer a security solution? We have had success w/ this elsewhere. If we need to provide computers, are you open to separate line item pricing for them?	Our surveillance system is internet based. It requires two-step computer login/authentication. Staff will need a secure internet to access the system. If your VPN allows this, then yes, it is acceptable. We do not want staff using public internet, so if they use a home internet service, it must be secured and password protected. ADPH will not be providing computers for the vendor to use. The Applicant must have the capacity to supply computers (refer to pages 2 - 3 of the RFP). In addition, the Applicant should include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates (refer to page of 6 of the RFP).
98	5/17/21	Would you like us to make translation services available? If yes, can they be priced separately by the minute (outside of tracer hourly rates)?	ADPH prefers the hiring of Investigators and Investigator Supervisors that are bilingual (please refer to page 4 of the RFP). However, access to an ADPH language line service will be available to use. The Applicant should include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates (please refer to page of 6 of the RFP).
99	5/17/21	Do you already have an existing workforce that will be considered for transition, or would you like us to hire all positions newly?	No. The applicant is responsible for vetting and hiring appropriate staff.
100	5/19/21	The RFP states "Must attend Train the Trainer session (team leads) with ADPH." Will this session be held in person or virtually? If in person, where will the session be held?	Virtual training sessions will be provided.
101	5/19/21	Item #9 states "Comply with all relevant privacy and confidentiality laws and provide all necessary security and confidentiality paperwork necessary for access to state designated systems." Item # 10 states "Ensure team members will use the state designated technologies and surveillance systems to assign, look up patient contact information, interview cases and contacts and document and report findings." Please provide a copy or access to all necessary security and confidentiality paperwork necessary for access to state designated systems.	There are security/confidentiality requirements pursuant to HIPAA that must be met, and requirements for remote operators. Access to the system is provided when training begins, and training must be completed in the system.
102	5/19/21	"As part of this RFP, submission should also include a completed and executed State of Alabama Disclosure form." Please provide a copy or access to where this form may be found.	Copies of the Disclosure Statement, and information, may be downloaded from the State of Alabama Attorney General's web site at https://www.alabamaag.gov/Documents/files/File-AL-Vendor-Disclosure-Statement.pdf and https://www.alabamaag.gov/Documents/files/Vendor-Disclosure-Instructions.pdf .
103	5/19/21	On the disclosure form, it asks, "Have you or any of your partners, divisions, or any related business units previously preformed work or provided goods to any state agency/department in the current or last fiscal year?" I wanted to clarify this sheet is only referring to The State of Alabama, and not other states or government work outside of AL.	Yes. It pertains to the State of Alabama.
104	5/19/21	What CRM System does the State have in place for tracking data related to this scope?	The Vendor must provide their own CRM to manage staff resource and is also responsible for providing the telephony and internet systems/services, and equipment (computers, phones, printers, etc.). We use the web-based Alabama National Electronic Disease Surveillance System to document case investigations and contacts. Each investigator is assigned a unique user ID and password with double authentication.
105	5/19/21	Does the state have a training program built to get Contact Tracers?	We provide virtual training sessions to leads/supervisors as a Train the Trainer program for case investigations and contact tracing. We work with the leads/supervisors to monitor performance and productivity.

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106	5/19/21	Is there an expected number of Contact Tracers the State has identified the need for?	Please refer to the RFP page 3: Schedule a minimum of 40 investigators per day for an 8-hour work day per investigator from 8 am to 8 pm. Shift work is acceptable. Ability to scale up to 80 investigators per day preferred.
107	5/19/21	Does the state plan on providing working space for these resources or will space be vendor provided?	The vendor must provide the work space and equipment, however, telework is allowable. In both work environments, a secure internet system must be used, staff must remain HIPAA compliant, supervision must be provided, and staff performance monitored.
108	5/19/21	Additionally with the relatively quick turn-around of this Solicitation, we would like to formally request an extension to ensure we have the ability to get questions answered and meet the requirements as presented in the solicitation.	At this time no extension will be granted. Please refer to the document I attached in the previous email and here as well to see if we have already answered your questions. Please reply to the epidemiology@adph.state.al.us if you have additional questions and to sort out what hasn't been answered. Also, here is a link to the RFP posted on our web page. https://www.alabamapublichealth.gov/covid19/assets/rfp21-contacttracing.pdf
109	5/19/21	How long does the ADPH training for contact tracing and case interviewing for Investigator Supervisors take to complete?	The Department will provide Train the Trainers training sessions which will last approximately 4 hours. The vendor will be responsible for training its own employees and oversight of staff abilities, capabilities, and performance. The department's surveillance system does not have a test environment for COVID-19 training and all case interviews are conducted on true cases. Virtual training sessions will be provided.
110	5/19/21	Confirm that Team Leaders and Contact Investigators have to reside in Alabama?	ADPH does not require staff to be located in Alabama. However, ADPH's preference is for Alabama residents to be hired (e.g., Investigator, Investigator Supervisor). In addition, ADPH does require the use of Alabama area code numbers when making phone calls (refer to page 3 of the RFP). Our preference is the (334) area code. Lastly, it is the responsibility of the vendor to print and mail the letters from an Alabama address and ensure the letter arrives within an expected time frame.
111	5/19/21	Can you provide details on training program? (In-person training the trainer or self-pace with completion validation)	We provide virtual training sessions to leads/supervisors as a Train the Trainer program for case investigations and contact tracing. We work with the leads/supervisors to monitor performance and productivity.
112	5/19/21	Do you have standard callout scripts developed?	Yes, our training sessions included process documents with scripts.
113	5/19/21	Who will be responsible for case triage and auditing information?	We work with the team leads/supervisors to conduct audits and performance checks. We also run a report of errors and the vendor is responsible for correcting errors at no cost to ADPH.
114	5/19/21	What tools will be leveraged by the Contact Investigators to capture case information?	Vendors will have access to the state's surveillance system. There are security/confidentiality requirements pursuant to HIPAA that must be met, and requirements for remote operators. Access to the system is provided when training begins, and training must be completed in the system. We use the web-based Alabama National Electronic Disease Surveillance System to document case investigations and contacts. Each investigator is assigned a unique user ID and password with double authentication.
115	5/19/21	A. What are your error reporting and auditing procedures? B. Who will be responsible for this task?	We work with the team leads/supervisors to conduct audits and performance checks. We also run a report of errors and the vendor is responsible for correcting errors at no cost to ADPH.
116	5/19/21	Is there a preferred bi-lingual support besides English?	ADPH prefers the hiring of Investigators and Investigator Supervisors that are bilingual (please refer to page 4 of the RFP). However, access to an ADPH language line service will be available to use.
117	5/19/21	Where will the primary location be, remote or customer premise?	ADPH does not require staff to be located in Alabama. However, ADPH's preference is for Alabama residents to be hired (e.g., Investigator, Investigator Supervisor). In addition, ADPH does require the use of Alabama area code numbers when making phone calls (refer to page 3 of the RFP). Our preference is the (334) area code. The vendor may have staff working from an office location or remotely. The vendor must be able to train, supervisor, and monitor staff work and performance. There are security/confidentiality requirements pursuant to HIPAA that must be met, and requirements for remote operators. Access to the system is provided when training begins, and training must be completed in the system.

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118	5/19/21	Can you provide more information about how the letter-writing requirement would be done and is non-compliance reason for disqualification?	<p>It is the responsibility of the vendor to print and mail the letters from an Alabama address and ensure the letter arrives within an expected time frame. The scope of work is based on fluctuating case numbers and Department investigative and contact tracing processes, not on call center specifics. The Applicant will be responsible for postage, envelopes, paper, and printing. The Department will provide the letterhead template.</p> <p>Failure to address all of the requirements in the RFP will result in the submittal of an incomplete and non-responsive proposal.</p>
119	5/19/21	What type of phone is preferred?	ADPH does not have a phone preference. However, ADPH does require the use of Alabama area code numbers when making phone calls (refer to page 3 of the RFP). Our preference is the (334) area code. The vendor should be able to demonstrate both capacity and flexibility to meet fluctuating demand as the pandemic waxes and wanes. These particulars can be addressed in the proposal based on the vendor's capabilities and in response to the parameters set forth in the RFP's Scope of Work and Deliverables.
120	5/19/21	Can you provide an example of the reporting mentioned in the Scope section, #13?	Vendors will have access to the state's surveillance system, however reports should not be generated or developed from this system that contain case information. Anticipated reports may include, but are not limited to numbers of cases interviewed and contact traced. The Department will work with the awarded Applicant to gather the necessary information to meet the Department's reporting deadlines with the Centers for Disease Control and Prevention (CDC).
121	5/19/21	Can you provide more information around the training part and what reports are required?	<p>The Department will provide Train the Trainers training sessions which will last approximately 4 hours. The vendor will be responsible for training its own employees and oversight of staff abilities, capabilities, and performance. Since there is no test system to work in, "shadowing and nesting" will occur with real cases. In the proposal, the vendor should provide a plan to monitor its investigators' abilities, capabilities and performance.</p> <p>The CDC or John Hopkins course should be taken prior to supervisors/leads working with staff and for staff prior to them conducting investigations. CDC and John Hopkins courses are non-billable expenses. Please refer to the Scope of Work and Deliverables and Due Dates Sections within the RFP.</p> <p>The applicant must include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates. Please refer to the Budget Section of the RFP for additional information.</p> <p>There are security/confidentiality requirements pursuant to HIPAA that must be met, and requirements for remote operators. Access to the system is provided when training begins, and training must be completed in the system.</p>
122	5/19/21	As you likely know, a notary requires a 'wet' signature. Given that this is an electronic submission and that many offices, including ours, are currently working remotely would it be possible to wave the notary requirement?	A scanned signed, notarized document may be submitted via email. Should ADPH award a contract to your organization, an original signed and notarized document must be submitted prior to execution of a contract.
123	5/20/21	<p>The RFP states "The applicant will be given appropriate training and necessary tools to be successful."</p> <p>Please provide details about the information system the vendor will be using, such as the system's name, whether it is web-based or a local application, and system requirements.</p> <p>Which time-saving automated workflows does this system feature, such as case investigator referral to contact tracing, letter generation, and automatic task assignment?</p>	<p>ADPH uses the Alabama National Electronic Disease Surveillance System (NEDSS) Base System (ALNBS). It is web-based.</p> <p>Automated workflows are conducted by our IT department and include such things as auto case creations and marking cases as reviewed that are outside the isolation period. There are not many automatic features for case investigators or assigners. The system does not automatically assign cases or generate letters.</p>

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124	5/20/21	<p>The RFP states, "Must not save any case or contact information on any server or computer" and "Must not print or copy case or contact information or records with the exception of the name and address used to mail information or letters using the U.S. Postal Service".</p> <p>We understand this to suggest all quantitative reporting must be done through the state-provided information system. Is this information system's dataset shared with other investigators (e.g., state employed investigators)?</p> <p>Does ADPH require the vendor to run reports and forward them, or will ADPH retrieve its own reporting from the information system?</p>	<p>The ALNBS is used by all investigators including ADPH state and district staff, two semi-autonomous districts (Jefferson and Mobile) and all vendor/contract staff. There are certain reports that vendors can run to assist with assigning cases and counting completed cases and transfers. Other reports will be run by ADPH.</p>
125	5/20/21	<p>The RFP refers to "Proven experience and understanding of technology systems, data systems, telephone and video conference software."</p> <p>Does the contractor need web-cameras for video conference calls?</p>	<p>Web cameras are not mandatory. However, it may be helpful to the vendor if remote staff will be hired. We use WebeX to provide virtual training and for conference calls. This allows for web cams and sharing screens.</p>
126	5/20/21	<p>Since ADPH is awarding two contracts for this work, what percentage of new cases is each contractor under this RFP expected to receive?</p>	<p>The Scope of work is based upon fluctuating case numbers and department investigative processes, not on call center specifics. At this time a percentage cannot be determined.</p>
127	5/20/21	<p>Does the contractor have any specific requirements to send reports to the CDC, give presentations, or attend meetings with the CDC or is grant management completely the responsibility of the Bureau of Communicable Diseases?</p>	<p>No. Grant management is the responsibility of ADPH. The Department will work with the awarded Applicant to gather the necessary information to meet the Department's reporting deadlines with the CDC.</p>
128	5/20/21	<p>Is the requirement to supply "a secure Internet to staff" and "Provide secure internet services for both *remote work or work from office site" met by remote workers using a VPN service via their home internet connections?</p>	<p>Our surveillance system is internet based. It requires two-step computer login/authentication. Staff will need a secure internet to access the system. If your VPN allows this, then yes, it is acceptable. We do not want staff using public internet, so if they use a home internet service, it must be secured and password protected.</p> <p>ADPH will not be providing computers for the vendor to use. The Applicant must have the capacity to supply computers (refer to pages 2 - 3 of the RFP). In addition, the Applicant should include a budget detailing the costs associated with completing the scope of work, fulfilling the requirements, and achieving the deliverable due dates (refer to page of 6 of the RFP).</p>
129	5/20/21	<p>The RFP states, "Must not save any case or contact information on any server or computer" and "Must not print or copy case or contact information or records with the exception of the name and address used to mail information or letters using the U.S. Postal Service". The RFP also states, "Must follow up on complaints within the same day as received".</p> <p>Does the state-supplied information system offer a method to track complaints and report on their resolution without the vendor recording case or contact information in a system outside the state's?</p>	<p>When complaints are received, ADPH will follow up with the vendor leads/supervisors via an email. ADPH will supply the vendor with two ADPH email groups....one for the leads/supervisors and one for the team members. The leads/supervisors will have access to both groups. Information can be passed back and forth between the teams and to ADPH staff via these emails securely. The team members will also use these email addresses to send information to cases and contacts. All emails are saved on ADPH secure servers. Vendor leads/supervisors can respond with resolutions via the ADPH emails. Calls may also be scheduled to discuss complaints and resolutions.</p>
130	5/20/21	<p>The RFP states, "Must not save any case or contact information on any server or computer" and "Must not print or copy case or contact information or records with the exception of the name and address used to mail information or letters using the U.S. Postal Service".</p> <p>Does the State prescribe a process for investigators and their supervisors to discuss cases or perform escalation processes without violating these clauses? For example, may the vendor use its own software and equipment to discuss cases or contacts by only mentioning the numerical identifier for the record?</p>	<p>ADPH will supply the vendor with two ADPH email groups....one for the leads/supervisors and one for the team members. The leads/supervisors will have access to both groups. Information can be passed back and forth between the teams and to ADPH staff via these emails securely. The team members will also use these email addresses to send information to cases and contacts. All emails are saved on ADPH secure servers. Yes, a case ID may be used when discussing the record.</p>
131	5/20/21	<p>The RFP states, "Train and assign team members to print letters to send to close contacts and cases who could not be reached by phone."</p> <p>Are letters generated within the system or manually created outside the system, for example from a template in a word processing application?</p> <p>Are staff required to manually calculate fields such as the quarantine release date, or to adapt the letters for contingencies such as critical infrastructure workers?</p>	<p>It is the responsibility of the vendor to print and mail the letters from an Alabama address and ensure the letter arrives within an expected time frame. The scope of work is based on fluctuating case numbers and Department investigative and contact tracing processes, not on call center specifics. The Applicant will be responsible for postage, envelopes, paper, and printing. The Department will provide the letterhead template. A field within the investigation calculates the isolation/quarantine release date using a date of initial onset/exposure recorded by the investigator.</p>

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132	5/20/21	Can the case investigation and contact tracing activities be performed by different staff members? That is, can some investigators specialize in interviewing cases and others in talking to contacts?	Investigators must follow the processes and procedures designated by ADPH. Case investigators conduct case interviews, solicit close contacts, and then conduct contact tracing of the close contacts. Close contacts who are symptomatic and entered into the ALNBS as a new probable case and a new investigation must be completed to include soliciting contacts of this new case.
133	5/20/21	<p>The RFP states, "Ensure team members will use the state designated technologies and surveillance systems to assign, look up patient contact information, interview cases and contacts and document and report findings.</p> <p>Please expand on the "state designated technologies and surveillance systems."</p> <p>Will there be software that is furnished by the state of Alabama for this?</p> <p>Will the contractor need to purchase said software? To what "surveillance system" is this referring?</p>	<p>Work will be documented in the ALNBS. Access to other systems or software licences will be provided. For example, a CLEAR license will be issued to the vendor to assist with looking up patient information. Other systems that may require access given by ADPH include REDCap, IMMPrint, and SaraAlert.</p>